

Selection of Tableau Charts from CapStat Sessions

June, 2008

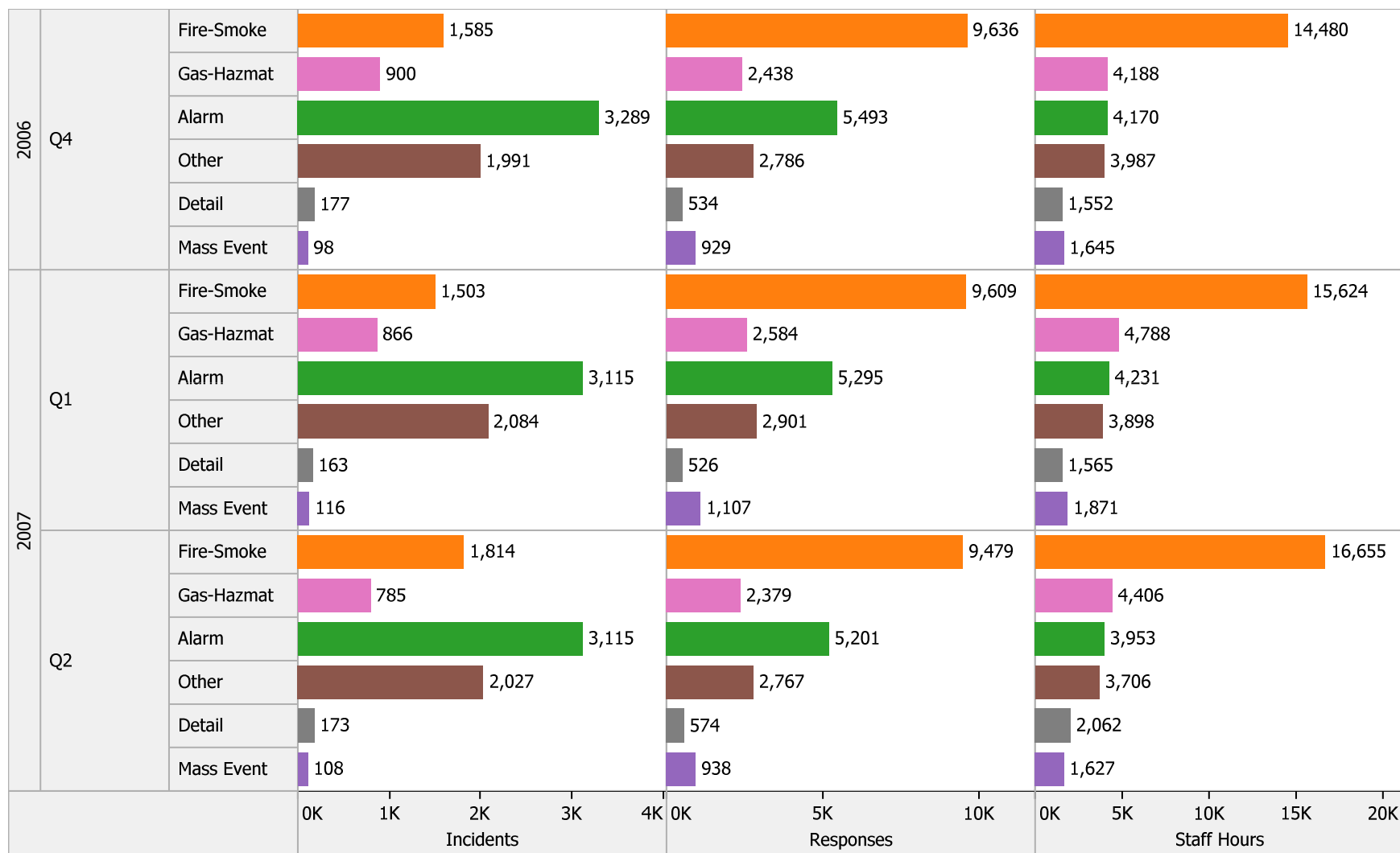


Office of the City Administrator
Dan Tangherlini, City Administrator and Deputy Mayor

- Fire/EMS 911 Calls
- “Fire” Incidents
- Staff Hours worked on Fire Events by Day
- Deployment of Engines and Trucks
- Deployment of Transport Units
- Major Fire Responses – FY2007
- Investigated Fires by Type and Cause
- Structure Fire Damage
- Staff Hours Worked on Fire and EMS Events by Day
- Hospital Transports of Shooting/Stabbing Victims



Source: Intergraph CAD data, Jan-June 2007.



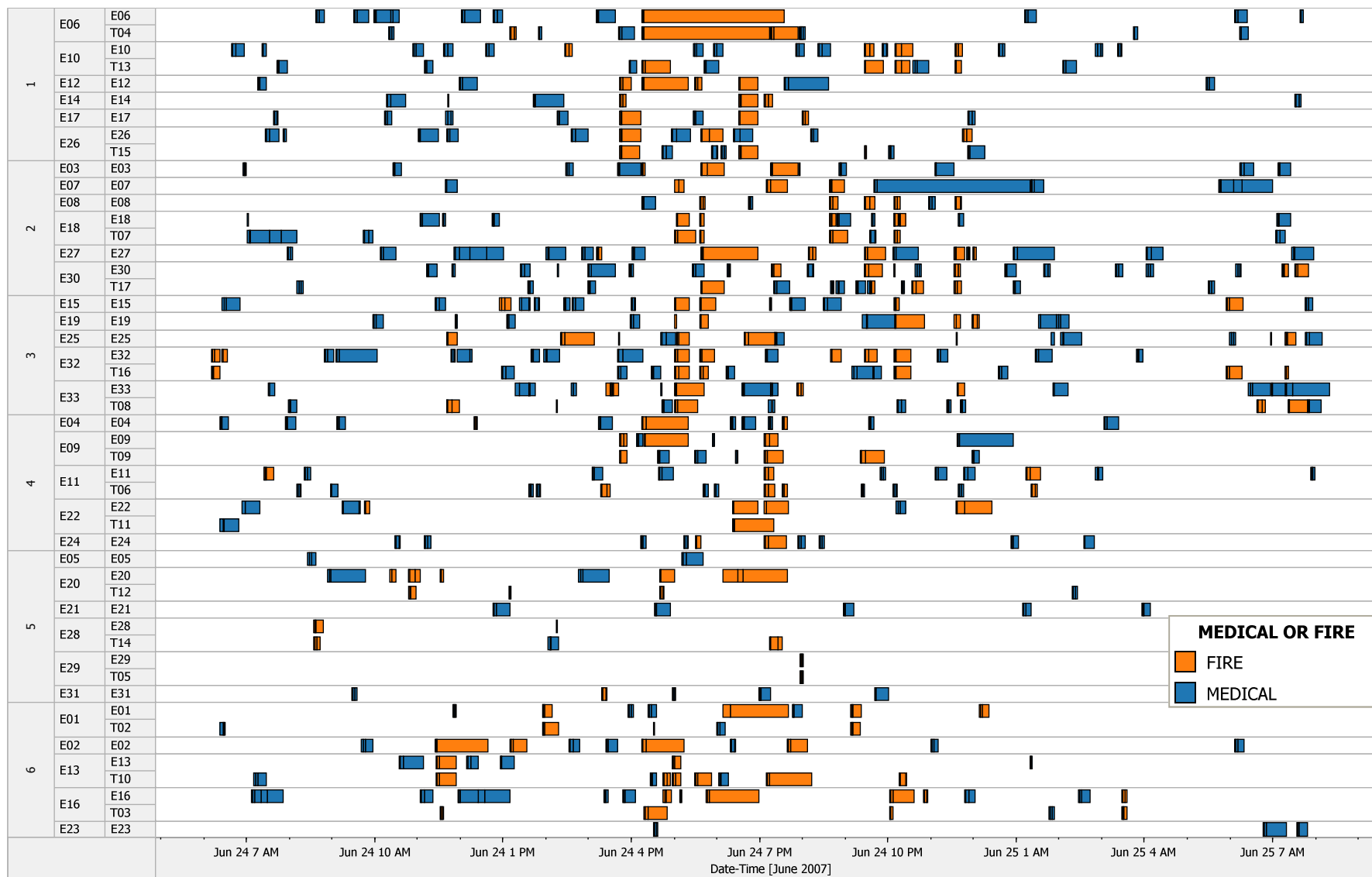
Source: Intergraph CAD data, FY 2007. Does not include staff hours worked by Fire Prevention Division, or scheduled non-911 deployments.

Staff Hours Worked on Fire Events by Day: April to June 2007

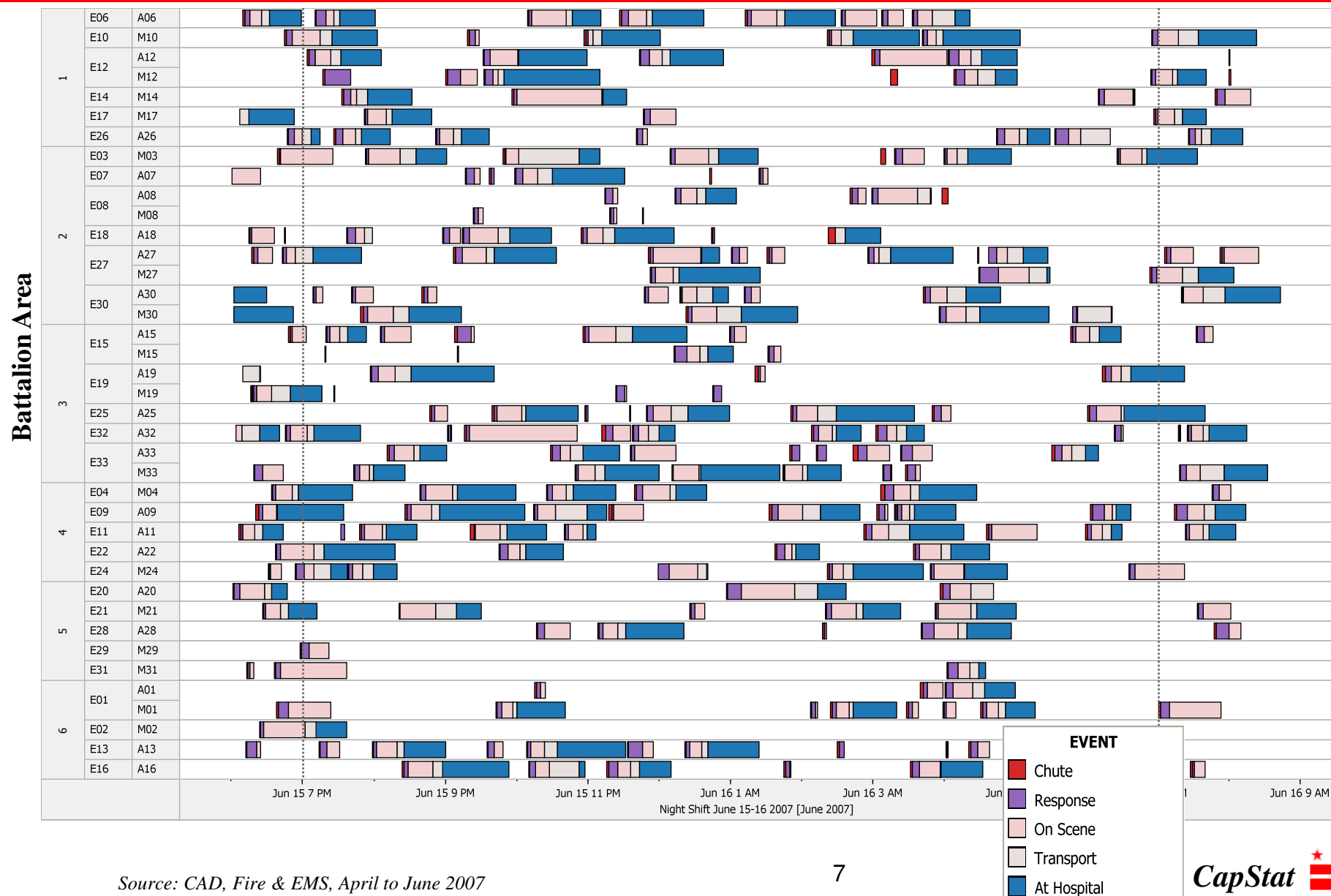


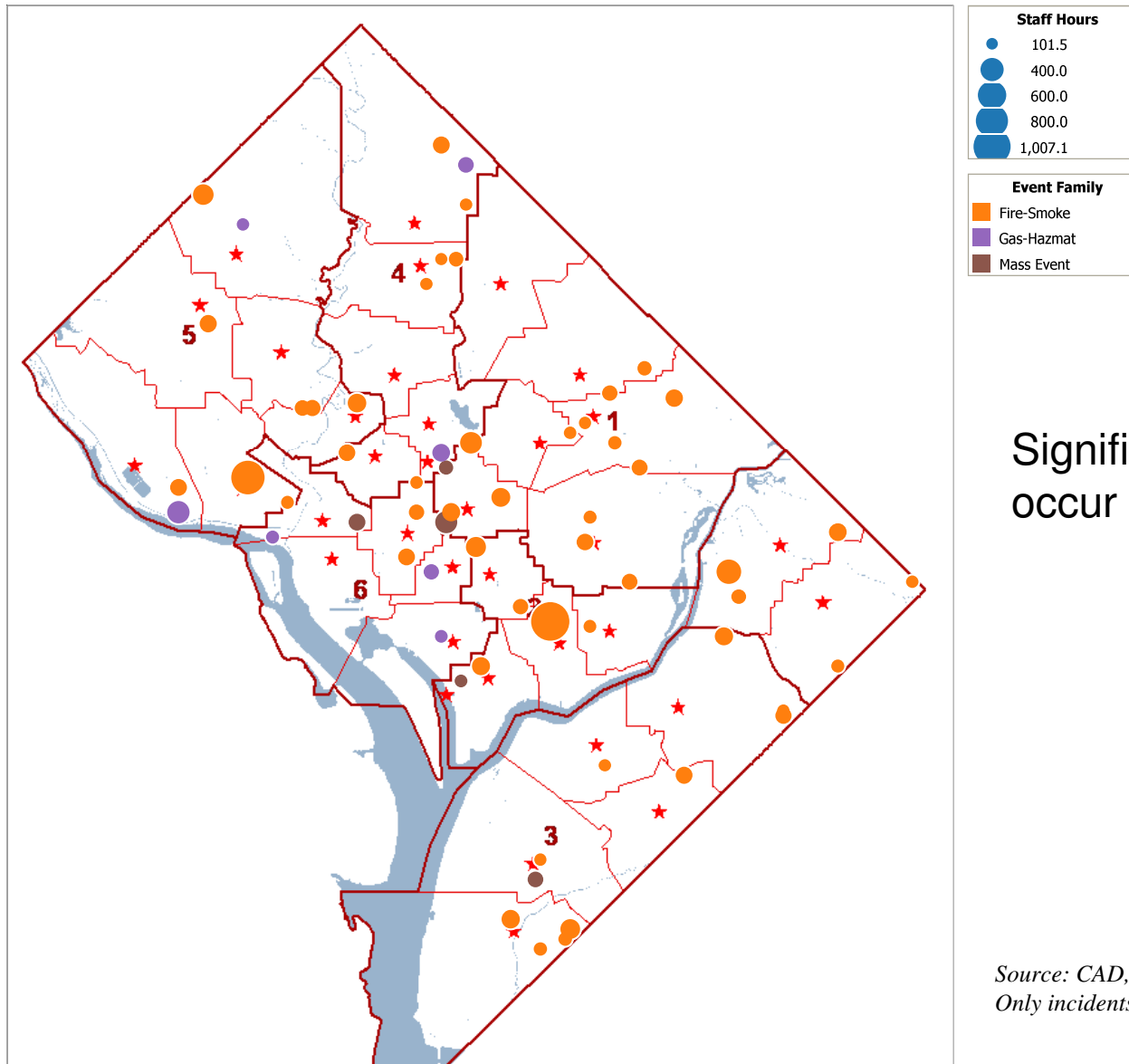
Source: CAD, Fire & EMS, April to June 2007

Deployment of Engines and Trucks June 24, 2007



Deployment of Transport Units June 15, 2007



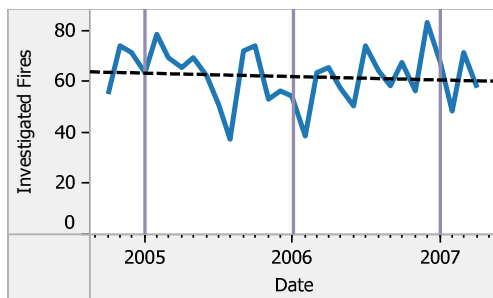


Source: CAD, FEMS, Sept 2006 to June 2007
Only incidents with 100 or more staff hours; n=65

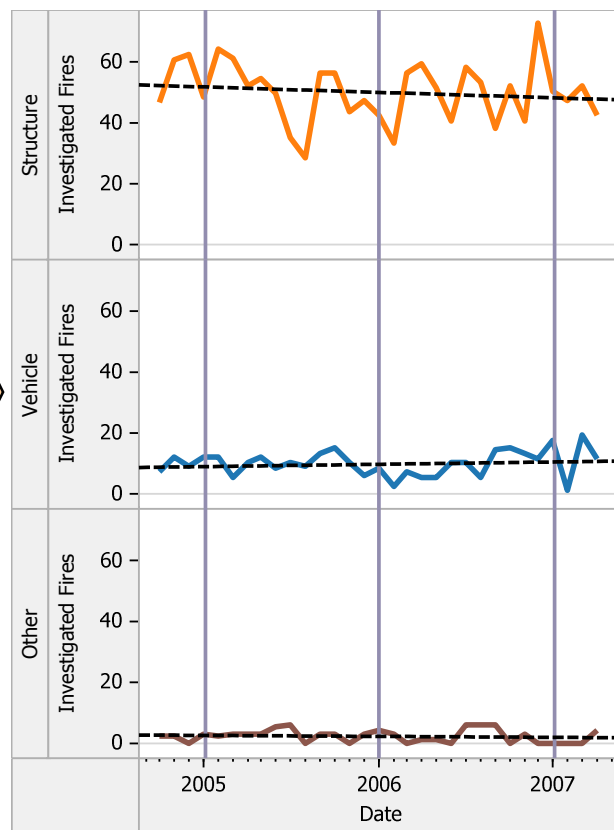
All Investigated Fires

FY05: 763

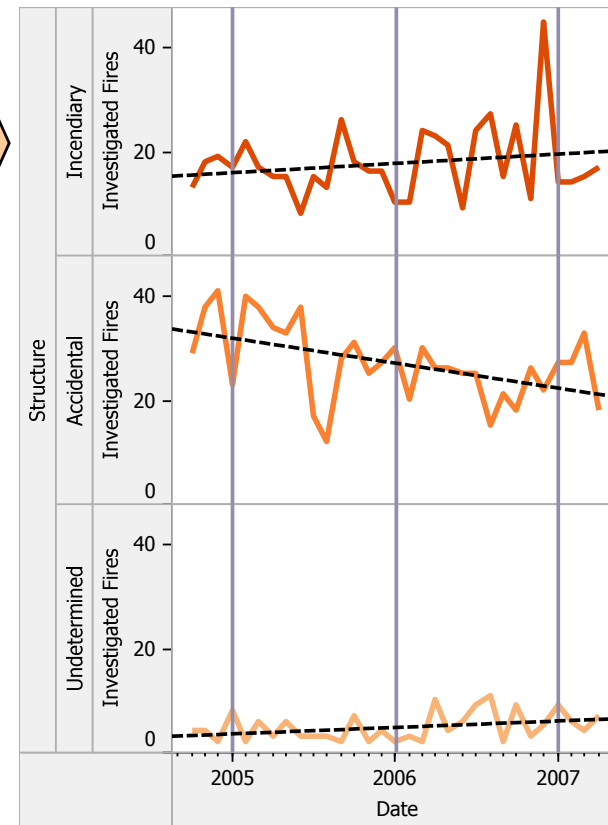
FY06: 700



By Type

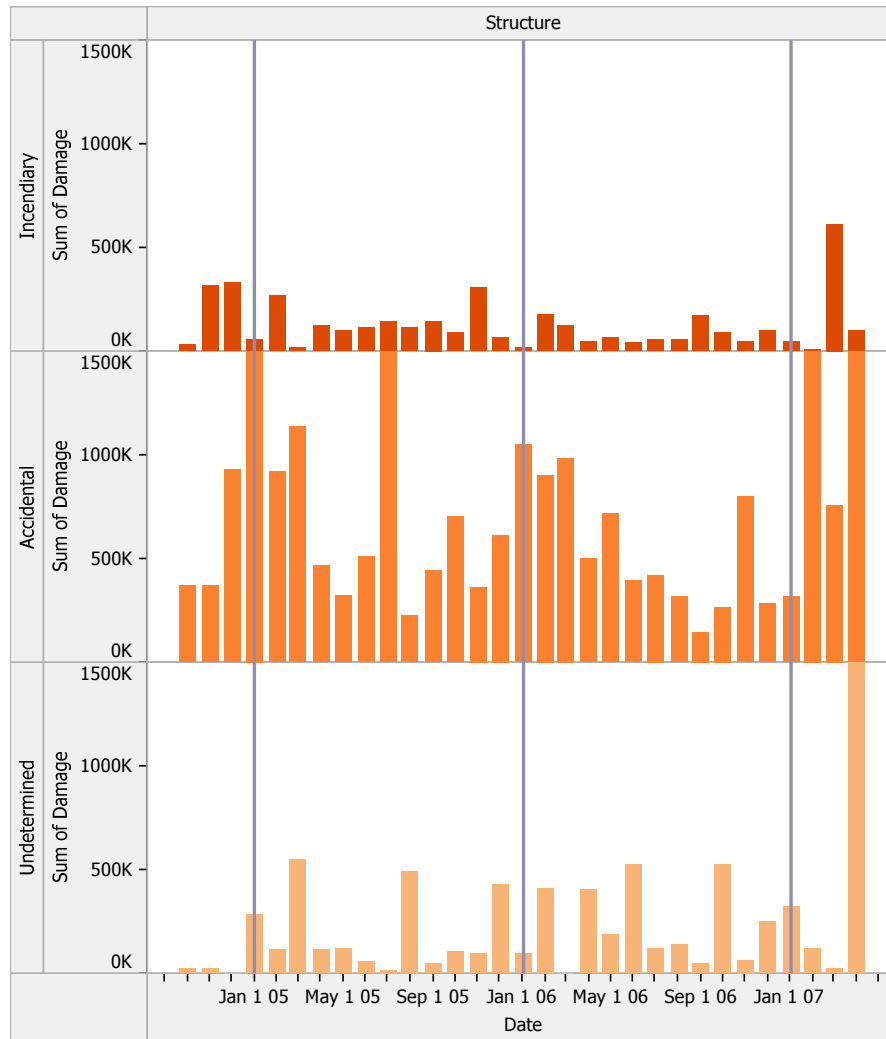


Cause of Structure Fires



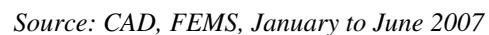
Source: DC Fire Marshal monthly reports, investigation unit section. Other includes brush, outdoor, etc. Incendiary includes arson.
Not all fires require investigation.

Structure Fire Damage

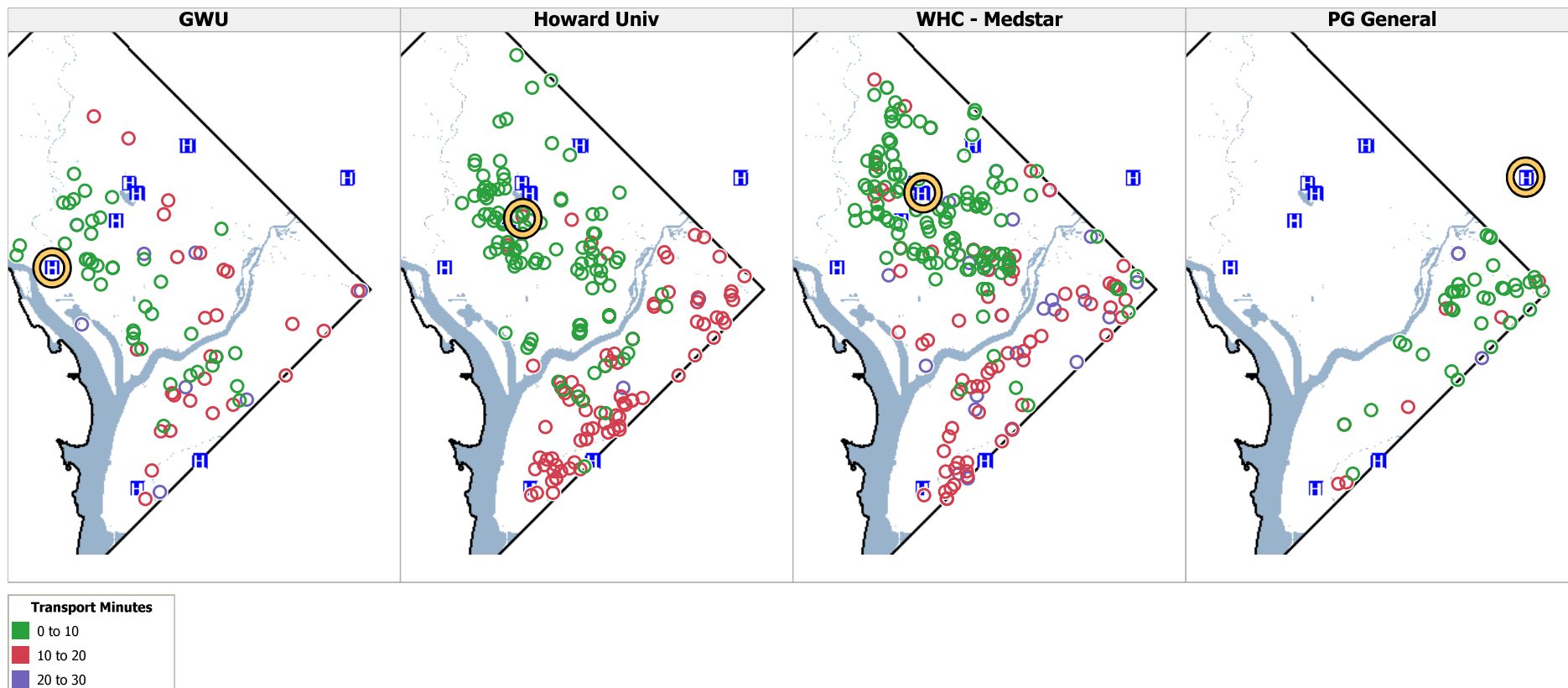


Damage from 2 April 30 fires, estimated at \$35 million, exceeds the total damage from all other structure fires in past 30 months combined.

Source: DC Fire Marshal monthly reports, investigation unit section. Chart scale adjusted to cut off damages exceeding \$1.5M per month.



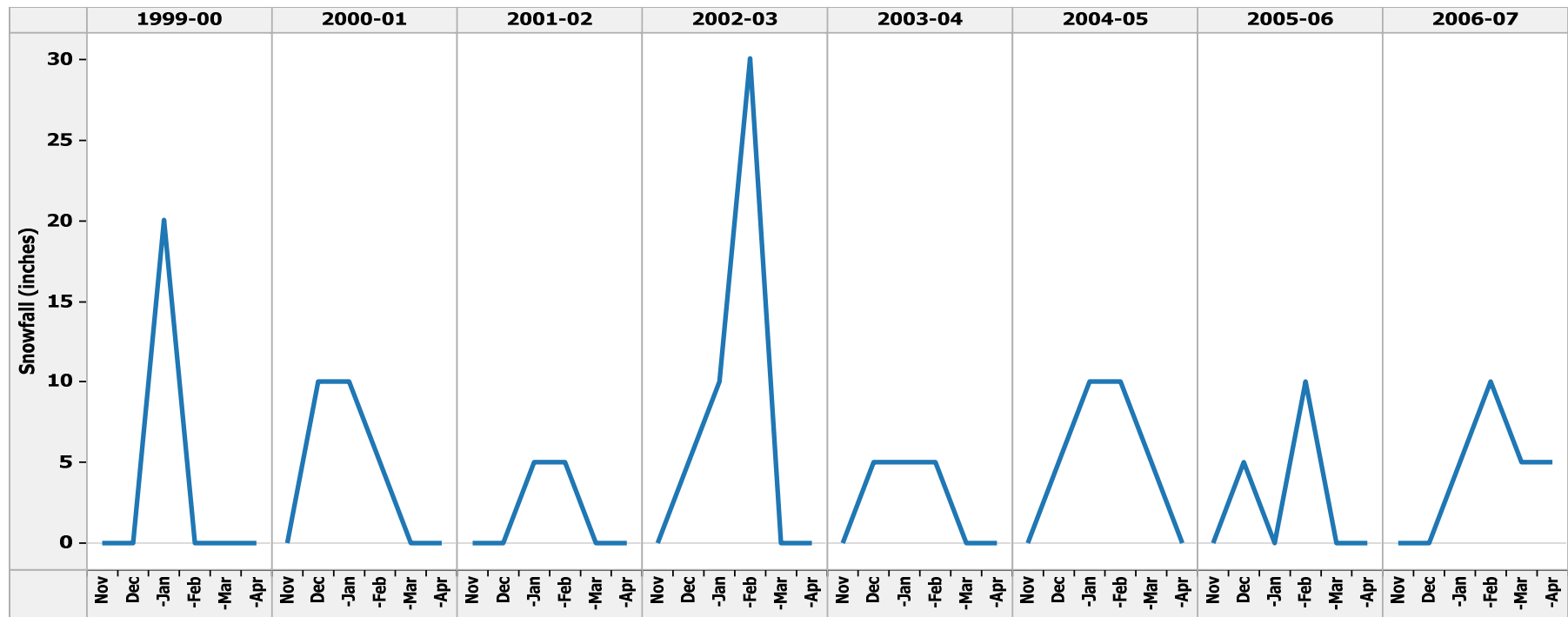
Transports to Trauma Hospitals of Shooting/Stabbing Victims 10/1/06 to 6/30/07



Source: Intergraph CAD; Includes only incidents resulting in transports, with valid time intervals (X=573).

- Snowfall in the District
- Service Request Quality of Call: Completion Percentage vs. Callback Rating
- Customer Service Perception Gap

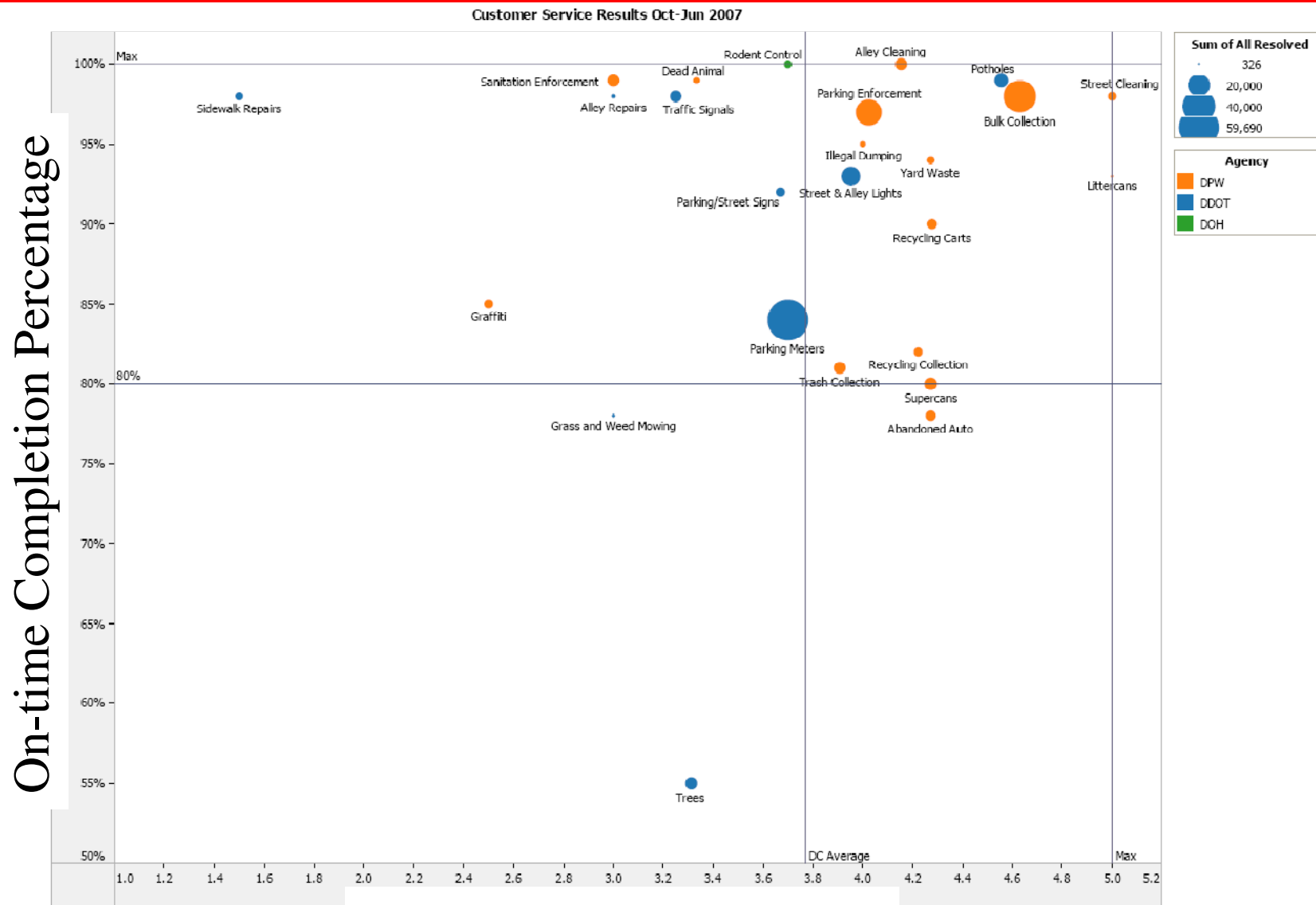
Snow Accumulation, Winter 1999-2000 to 2006-2007



Snow Mobilizations:	--	--	--	--	12	7	13
Spending:	\$4.1M	\$2.5M	\$5.8M	\$3.2M	\$5.3M	\$4.2M	\$6.8M

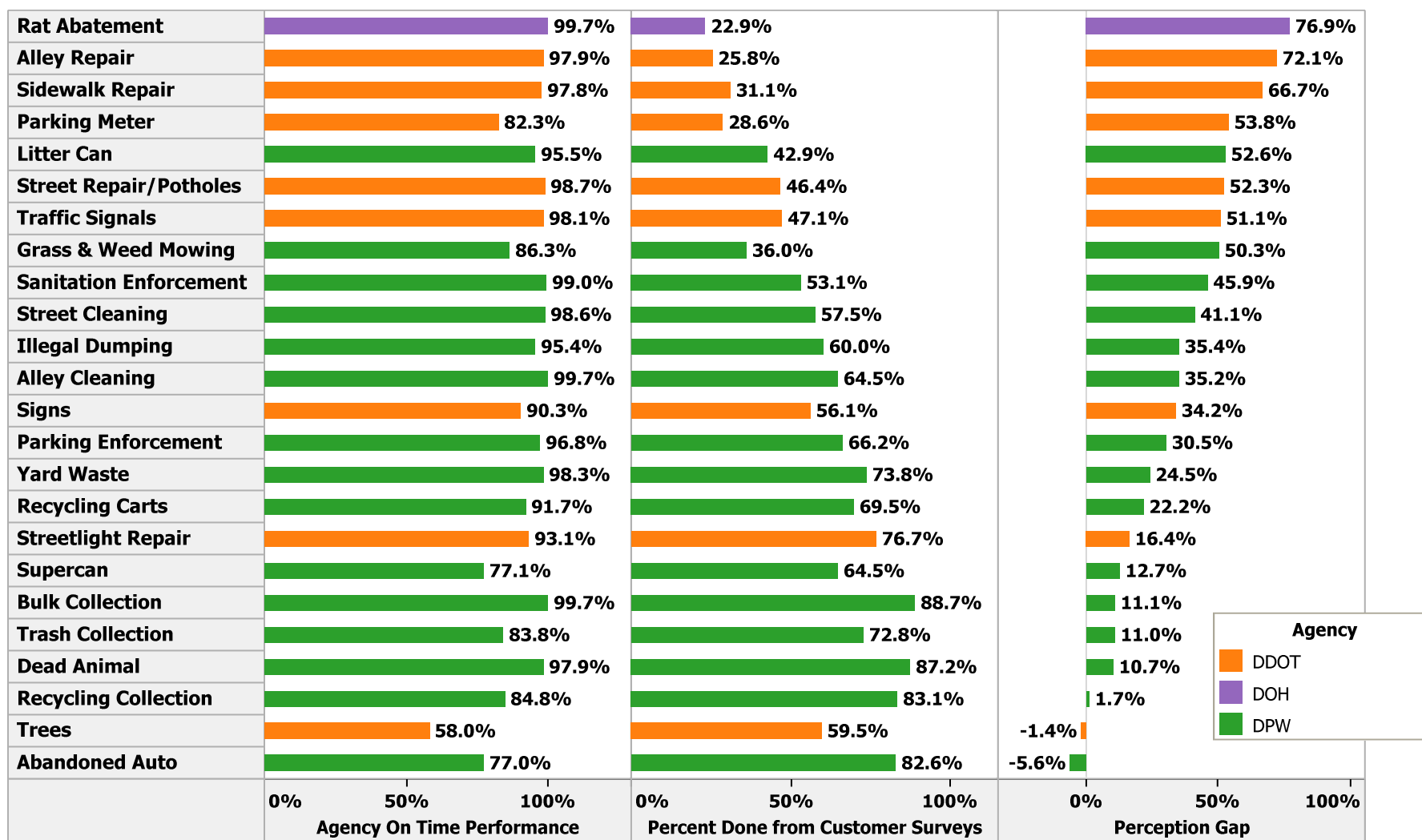
Source for upper chart: NOAA data, DDOT StormTrak Manager, CapStat research. Snowfall by month, bucketed in 0, 1-5, 6-10, etc.

Source for lower chart: DDOT; dollars are not adjusted for inflation; figures in gray do not include spending on National Highway System streets, estimated between \$1-3M per year.



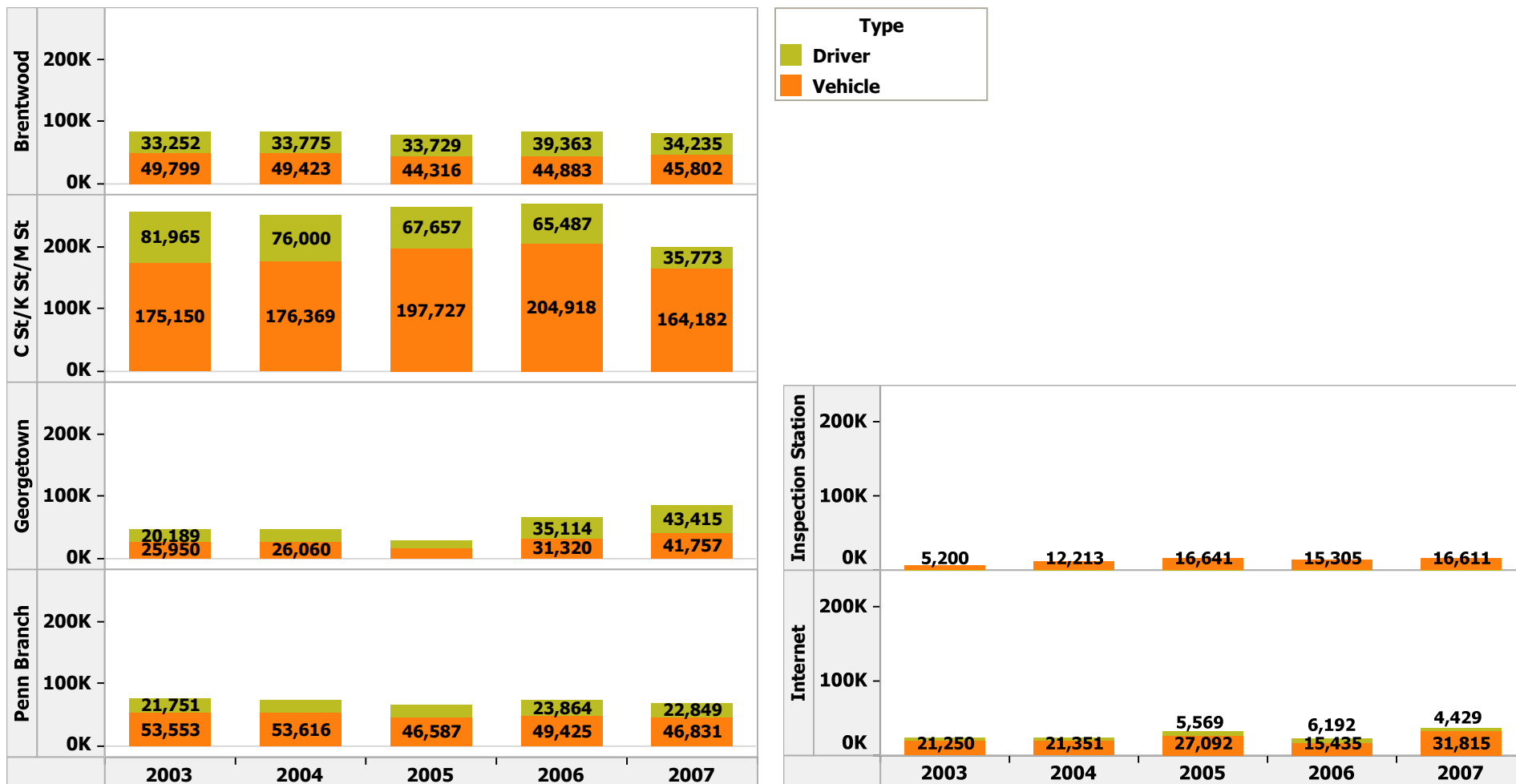
Customer Survey Results

Customer Service Perception Gap



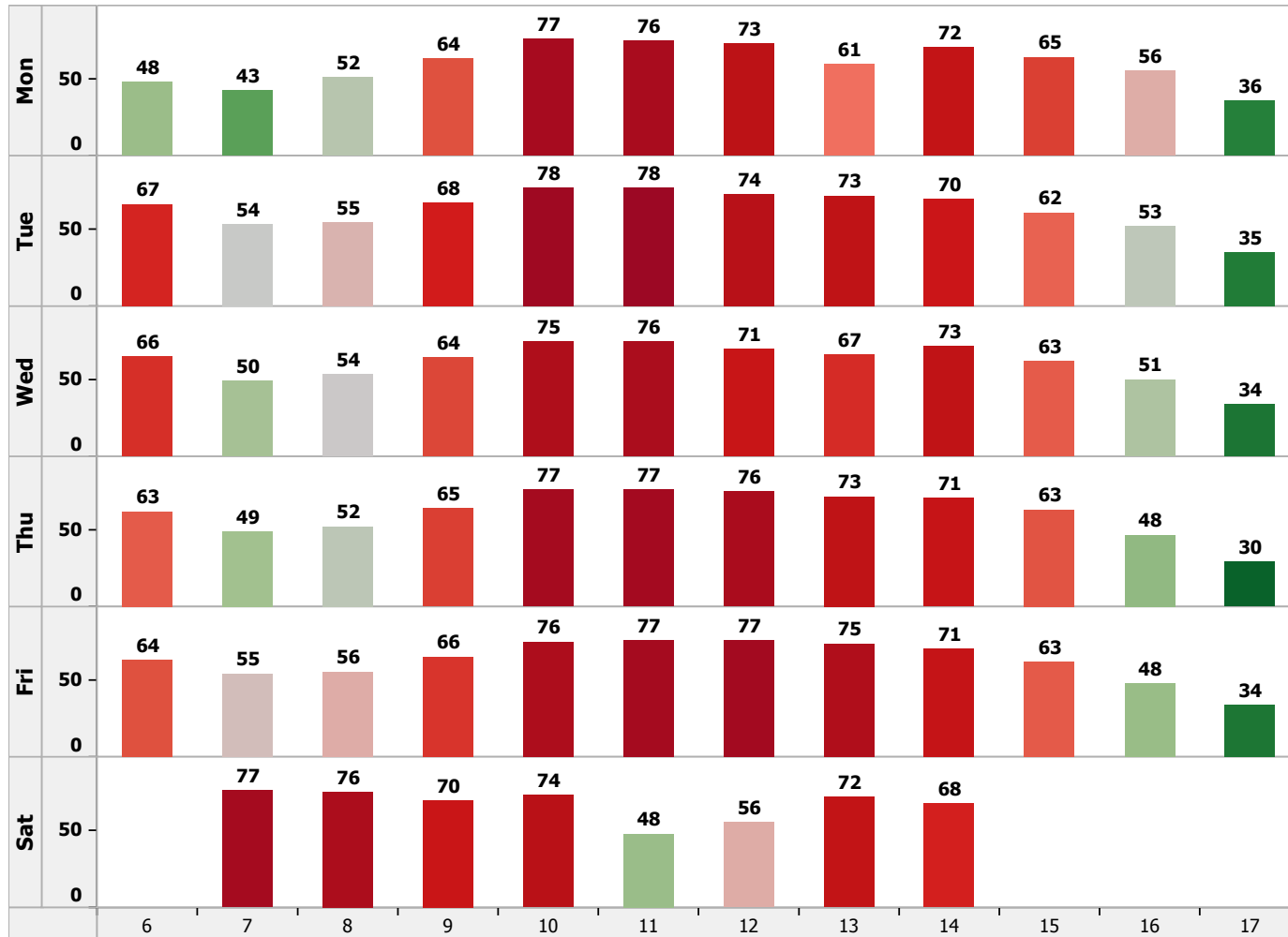
Source: Monthly Service Delivery On-time Performance Report, Sep 2006 to Aug 2007; Customer Surveys Apr – Sep 2007 (n = 2,840). Gap is difference. Omits graffiti and vacant lots, which have no on-time targets

- Driver/Vehicle Transactions
- Inspections
- Lane Utilization
- Renewals by Channel

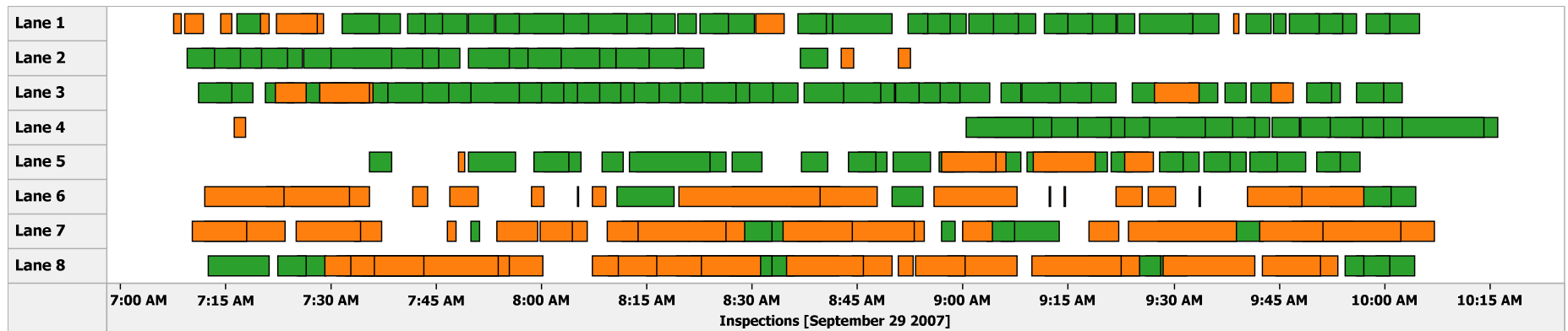


Source: Destiny. K St NE no longer in service.

Average Hourly Inspections by Day of Week and Hour of Day

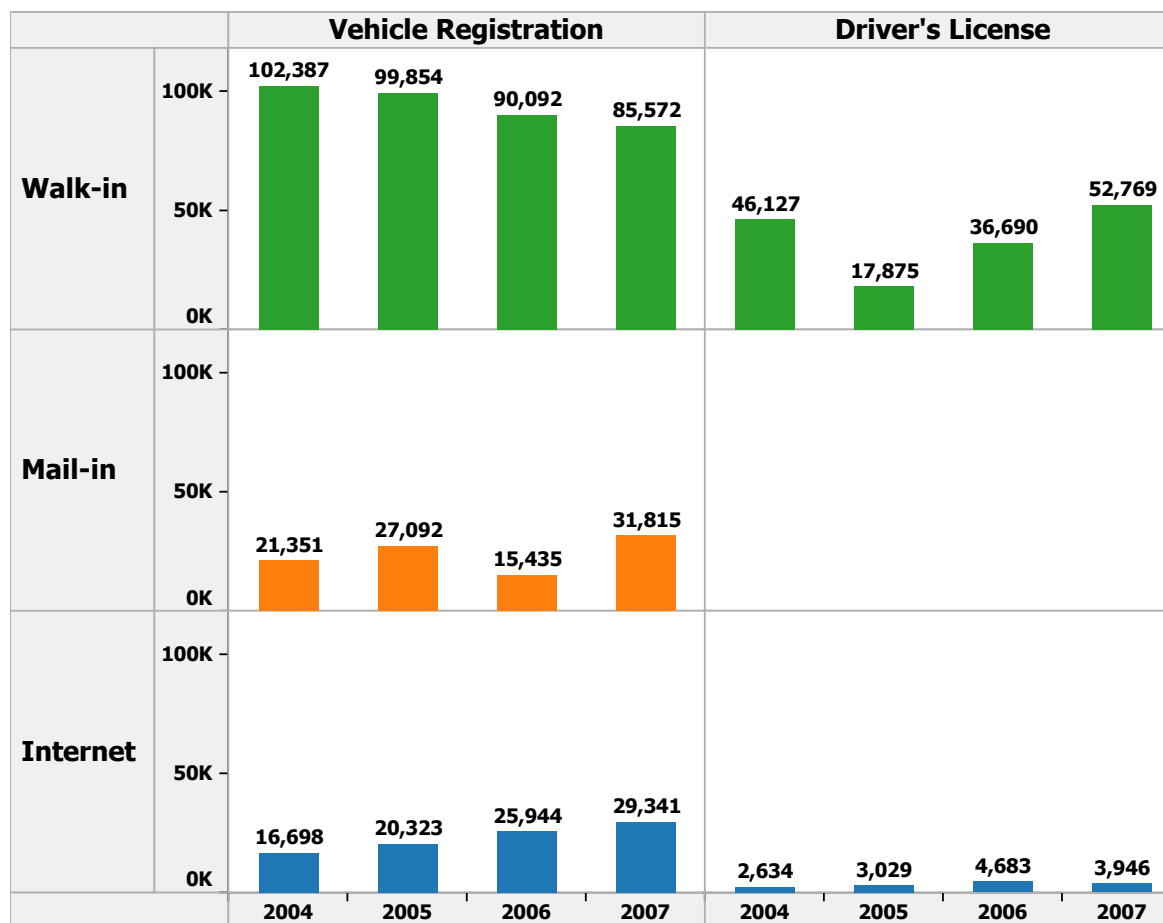


**Total
FY2007
Inspections:
209,472**



OBD Check Required
 N
 Y

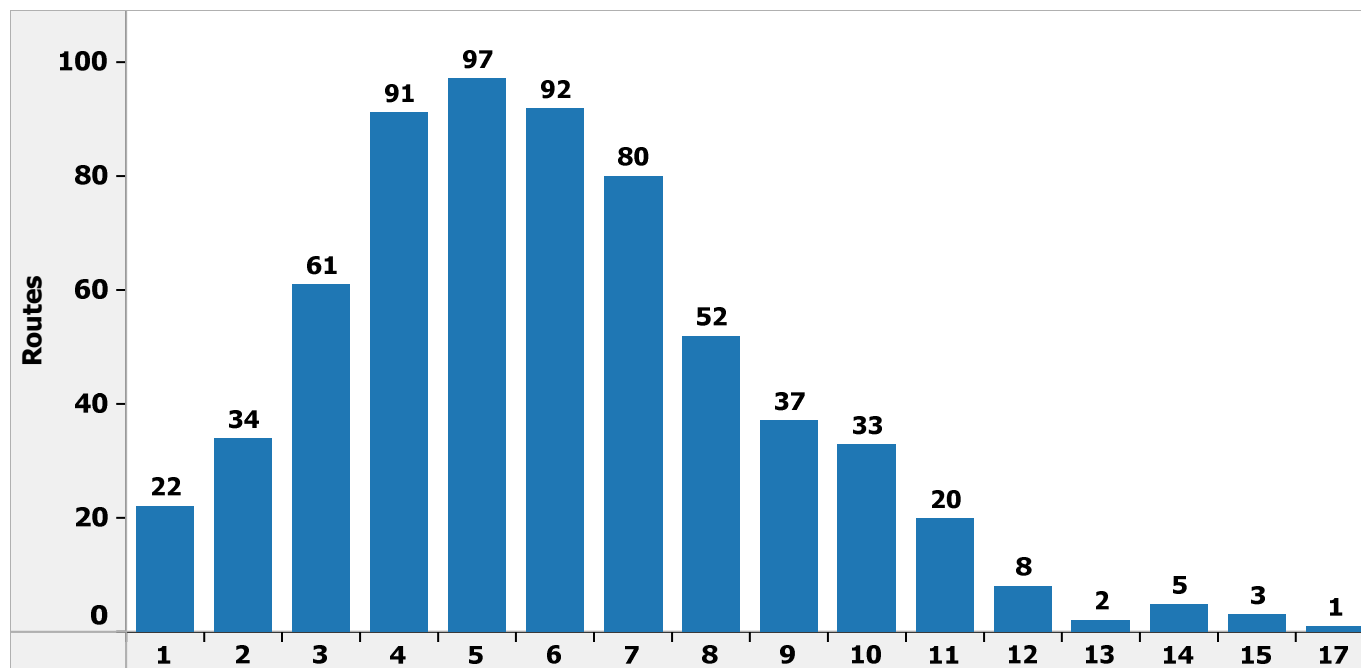
Note – this was a Saturday when the line at 7:25am extended to the corner of Delaware and M streets. Note that lanes 4 and 5 got off to a slow start, and lane 2 apparently stopped service at 8:30am. Green color indicates vehicles with OBD (on board detection), for model years 1996 and after.



- Special Education Transportation
 - Bus Routes by Number of Riders on Route (Histogram)
- Children/Youth Investment Trust
 - Program Participation Rates
- DC Public Schools
 - 2008 BAS Reading Improvement

- Route Histogram
- Staggered Bell Times

Routes by Number of Riders



22 routes, or 3.4%, have one rider.

